

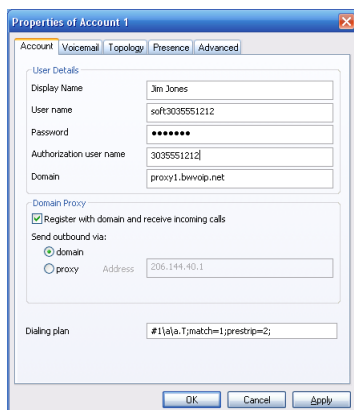
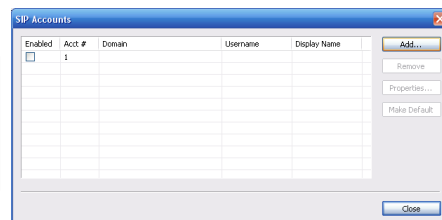


Download and Install Soft Phone Software:

- Using your Internet browser, navigate to <http://www.counterpath.com>
- Locate and download the free **X-Lite** softphone or purchased version of **eyeBeam** for your operating system.
- After downloading, install the soft phone application.

Open SIP Account Settings Dialog Box:

- Start the soft phone application. Initially you will see the message “No SIP accounts are enabled.”
- **Right-click** anywhere on the soft phone and select the **SIP Account Settings** menu option, then click the **Add** button to create a new Account.

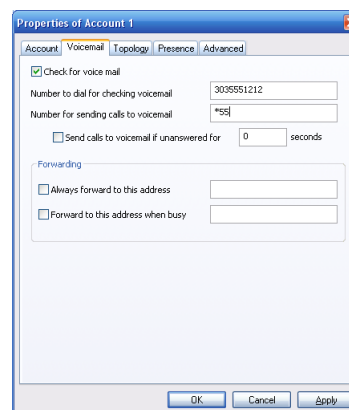


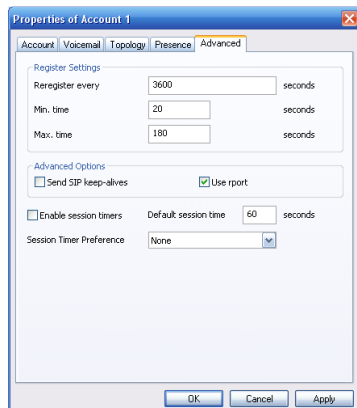
Fill In Account Details:

- Select the **Account** tab.
- **Display Name:** Type in your name.
- **User Name:** Type in your 10-digit phone number (if this softphone is sharing the same phone number as your desk phone, type the word “soft” then your phone number, i.e. soft3035551212).
- **Password:** Type in your password, which is provided to you by Zayo Enterprise Networks.
- **Authorization user name:** Type in your 10-digit phone number.
- **Domain:** Type in the IP address **proxy1.bwvoip.net**.
- **Register with domain and receive incoming calls:** Make sure the box is **checked**.
- **Send outbound via:** Check the **domain** radio button.

Setup Voicemail:

- Click on the **Voicemail** tab.
- **Number to dial for checking voicemail:** Type in your 10-digit phone number.
- **Number for sending calls to voicemail:** Type in ***55**.



**Advanced Settings:**

- Click on the **Advanced** tab.
- **Uncheck** the box **Send SIP keep-alives**.

Save Configuration:

- After completing the settings in the Account, Voicemail and Advanced tabs, press the **OK** button, then press the **Close** button.
- The soft phone will then register with the Zayo Enterprise Services network and display **Ready** in the top right corner.



You are now ready to use your softphone to place and receive phone calls!

Remember when using the soft phone, your call quality is affected by many factors including the speed and memory of your computer, type of speakers and microphone used on your computer, whether you are running additional programs at the same time you are speaking on the soft phone, and the current performance of your Internet connection.